

CUSTOMER CARE POLICY



Our primary aim is to provide customers with the very best level of service that can be expected. Our goal is your complete satisfaction and to achieve this we are committed to our Customer Care Policy for all of our services.

- Deal with customers honestly, fairly and politely
- Be trustworthy and reliable and respect confidentiality
- Consider the customer's needs and environment and provide the appropriate care
- Keep appointments on time and respond quickly and in a helpful manner.
- Start and finish at the agreed times
- Look professional, wearing the appropriate clothing, which should always be clean and presentable.
- Always be efficient and effective to ensure best value for the customer
- Apologise if things go wrong and do our best to put things right.
- Listen to feedback and act on it.
- Keep customers informed of new and improved services available.
- Always follow Health and Safety Guidelines